

June 1, 2006

CalWORKs
Special Notice
06-10

FOOD STAMPS
Special Notice
06-12

GENERAL RELIEF
Special Notice
06-02

**CASH ASSISTANCE PROGRAM
FOR IMMIGRANTS (CAPI)**
Special Notice
06-02

Medi-Cal
Special Notice
06-08

Subject **REDETERMINATION, RECERTIFICATION, REVIEW (RRR)**

Effective Date June 5, 2006

Reference CalWORKs Program Guide 40-100, and Special Notice 04-26
Food Stamp Program Guide 63-301, 63-305, 63-103, Special Notices
04-02 Addendum A, and Addendum G
Medi-Cal Program Guide (MPG) 4-2, 4-15, and Special Notice 02-06
General Relief Program Guide 90-103, and Special Notice 96-36
Addendum A
Cash Assistance Program for Immigrants (CAPI) Program Guide 99-
112

Purpose The purpose of this joint Special Notice is to provide staff with:

- An overview of CalWIN RRR functionality
- A Summary of the HSS role in RRR process
- Key highlights of the current RRR regulations governing the
CalWORKs, Food Stamps, Medi-Cal, General Relief (GR) and CAPI
programs

**RRR in
CalWIN** CalWIN automates the RRR process by:

- Identifying cases that are due for the periodic/annual eligibility review
- Notifying workers when the RRR process has been initiated through
the Alert subsystem
- Generating appropriate notices to clients
- Scheduling RRR interview appointments
- Generating appropriate discontinuance notices on cases for which
the RRR is not complete or the mail-in date is past due

Subject: REDETERMINATION, RECERTIFICATION, RENEWAL (RRR)

**RRR in
CalWIN
(Continued)**

In order to support the RRR process, CalWIN currently utilizes four distinct batch processes. Based on these RRR batch cycles, CalWIN communicates case actions needed to be reviewed or updated by the worker through Alerts.

Two attachments, (Attachment A and B), describing the four batch processes and any required actions associated with the batch process are included in this Special Notice. Attachment A, is for the CalWORKs and Food Stamps programs and Attachment B, is for Medi-Cal. Information contained in these attachments was obtained from the CalWIN Project homepage.

Instructions pertaining to CalWIN functionality may be subject to change with new version releases and staff are advised to always reference the On-Line User Manual (OLUM) for current instructions.

Worker Action

Although CalWIN automates much of the RRR process, workers still have responsibilities to ensure that:

- Appointments are setup as appropriate
- Information contained in client correspondences are correct
- RRR is processed timely

For the RRR process, the worker's role will be to complete the following tasks:

- Align RRR's as permitted under current program regulations
 - Review or create appointments and RRR checklists, as well as mailing RRR packets
 - Conduct the RRR appointment following current office procedures
 - Redetermine eligibility
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**Program
Regulations**

Although CalWIN automates the RRR process, it does not change existing program regulations. Workers shall follow existing regulations when making decisions to complete the RRR. At conversion, some fields in CalWIN will have a default value. Workers must update these default values with actual information no later than the first RRR after CalWIN implementation.

Below are the RRR program regulations for CalWORKs, Food Stamps, Medi-Cal, General Relief, and CAPI. Information contained in this Special Notice is intended as a quick reference. Detailed information can be found in the respective program guides.

Subject: REDETERMINATION, RECERTIFICATION, RENEWAL (RRR)

CalWORKs

Redetermination

CalWORKs recipients must complete the redetermination at one-year intervals following the initial intake application and granting of CalWORKs in order for CalWORKs eligibility to continue. When a client comes into the office for their RRR appointment, the process will be an interactive interview. The client will no longer have the completed SAWS2 for review.

The worker is required to ensure:

- The recipient is sent a redetermination packet, excluding the SAWS2, in advance of the due date with a list of required verifications
 - An appointment for a face-to-face interview is set in advance of the renewal due date
 - All required verifications are obtained
 - The automated system is updated with required entries
 - Case comments regarding redetermination are completed
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Aligning CalWORKs and Food Stamps RRR Dates

CalWORKs and Food Stamps RRR dates **MUST** be aligned.

Active Non-Assistance Food Stamp (NAFS) case and client is requesting CalWORKs

When an individual has an existing active Food Stamp only case and an application for CalWORKs is initiated, the worker performing the intake must evaluate CalWORKs eligibility and take appropriate action. If the individual is eligible to CalWORKs, the CalWORKs and Food Stamps case are combined into a CalWORKs/PAFS case and the RRR period will be aligned to the existing RRR date of the NAFS case.

Active CalWORKs only case and client is requesting Food Stamps

When an individual has an existing active CalWORKs case and an application for Food Stamps is initiated, the worker must evaluate Food Stamps eligibility and take appropriate action. If the applicant is eligible to Food Stamps, the Food Stamps program is added to the CalWORKs case and the RRR period will be aligned to the existing CalWORKs RRR date.

Subject: REDETERMINATION, RECERTIFICATION, RENEWAL (RRR)

Food Stamps **Recertification**

A Food Stamp household (HH) must be assigned a definite certification period. A Food Stamp Program certification period is the period that eligibility can be established for a HH and must be based on the HH's circumstances at the time that eligibility is certified.

No. of Months of Certification Period	Household's Circumstances
1	<ul style="list-style-type: none">• HH's application is dated on or before the 15th calendar day of the month. Case is granted with pending verifications in order to meet Food Stamp Expedited Services (FSES) time-frame; or• The worker has reasonable certainty that the HH will become ineligible in the near future.
2	<ul style="list-style-type: none">• HH's application is dated on or after the 16th calendar day of the month. Case is granted with pending verifications in order to meet Food Stamp Expedited Services (FSES) time frame. Case is certified and benefits issued for two months to meet Hunger Prevention Act requirements; or• The worker has reasonable certainty that the HH will become ineligible in the near future.
4	<ul style="list-style-type: none">• The HH's circumstances are unstable, such as in a homeless HH situation.
No more than 6 months	<ul style="list-style-type: none">• Change reporting HH's with earned income.
12	<ul style="list-style-type: none">• HH lives in a permanent residence. The certification period cannot exceed 12 months except for HH's with circumstances described below.
24	<ul style="list-style-type: none">• All adult members of the HH are elderly or disabled persons (even when the HH contains children) <u>and</u> the HH has no earned income• The HH lives on an Indian Reservation. These HHs may be certified for up to 24 months. When a HH moves out the reservation, the HH will keep the same certification period until it expires. <p>Note: Workers must make a <u>mandatory interim contact</u> (by phone, in person, or through mail) with these HH's at the 12th month. The worker must document how the contact took place by making an entry in the case narrative and, if contact was made in person, by having all the documentation obtained at the contact filed in the case file.</p>

Subject: **REDETERMINATION, RECERTIFICATION, RENEWAL (RRR)**

**Food Stamps
(Continued)**

Shortening of a certification period

Except for Transitional Food Stamp (TFS) cases, the certification period **must never** be shortened. Above certification periods show the standard number of months that a HH can be certified. The case worker may modify these certification period months according to a HH's circumstances.

Certifying a HH consists of:

- Receiving a completed application form, including all required verifications. Workers are expected to assist applicants if an incomplete application is received
 - Completing an intake or recertification interview in the office or by phone if the face-to-face interview has been waived
 - Establishing the HH's eligibility
 - Determining the Food Stamp benefit amount
 - Notifying the HH of the eligibility determination
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Medi-Cal

Annual Redetermination

All Medi-Cal beneficiaries, with a few exceptions, must have their eligibility for Medi-Cal redetermined every twelve (12) months. The annual redetermination shall not be completed sooner than the eleventh month following the beneficiary's initial application, reapplication, or the most recent annual redetermination. All annual redeterminations are completed by mail except when a face-to-face interview is requested by a beneficiary or the worker determines that good cause exists. The required forms and verifications for processing and completing a Medi-Cal annual redetermination have not changed and may be found in MPG Article 4, Section 15.

Annual Redetermination Date

Generally, the first annual redetermination shall be completed by the last day of the twelfth (12th) month, beginning with the application month as the first month of eligibility and excluding retroactive months. Thereafter, each annual redetermination is set at a 12-month interval.

Example: Application date of Jan. 21, 2004

First month of eligibility: Jan. 1, 2004

First annual redetermination: Dec. 2004

Subsequent redeterminations (SR): 12/2005, 12/2006, etc.

There are case exceptions when the annual redetermination month is not established from the application month. The exceptions and their corresponding annual redetermination dates are as follows:

Subject: REDETERMINATION, RECERTIFICATION, RENEWAL (RRR)

If...	Then...
Ineligible in application month	Last day of the 12 th month, beginning with the first month in which the applicant is determined eligible for Medi-Cal. Example: Application date of Jan. 21, 2004 First month of eligibility: Mar. 1, 2004 First annual redetermination: Feb. 2005 Subsequent redeterminations: 02/2006, 02/2007, etc.
Family members with different initial eligibility months	The Medi-Cal Family Budget Unit (MFBU) members who were determined eligible first shall set the annual redetermination due month for ALL MFBU members.
Transitional Medi-Cal (TMC) or Deemed Eligibility	Redetermine eligibility at the end of the TMC period for TMC beneficiary and when the infant turns one for Deemed Eligible child.

Food Stamp Recipients Requesting Medi-Cal

When a Food Stamps recipients requests a Medi-Cal evaluation, the DFA 285A-1 and DFA 285-A2 may be used as the Medi-Cal Statement of Facts (SOF). The DFA 285-A2 must be signed by the Medi-Cal applicant or the applicant's spouse and dated within 12 months of the MC evaluation request. A SAWS1, which may be completed by the worker, shall be used to document the date Medi-Cal was requested. The annual redetermination date for these cases shall be twelve months from the date of the SAWS1.

Categorically Eligible (CE) to Medi-Cal under 1931(b)

Persons who are ineligible to CalWORKs, are eligible for Medi-Cal without a separate determination when there are other eligible family members active on CalWORKs and they are a deprived child or the parent of a deprived child and are otherwise eligible. Individuals who are CE to Medi-Cal shall have their annual redetermination date set to match the CalWORKs redetermination date. The following CalWORKs ineligible family members who request Medi-Cal will be determined CE:

- Welfare-to-Work sanctioned individuals
- Fleeing felons and drug felons
- Aliens without satisfactory immigration status
- Those who have reached their CalWORKs time limit

Subject: REDETERMINATION, RECERTIFICATION, RENEWAL (RRR)

GR**Redetermination**

GR certification periods are:

- Able bodied has 3 months of eligibility and no certification
- Employable with Limitations is 6 months recertification
- Incap and Interim Assistance Program (IAP) is a 12 month certification

When the GR worker receives an alert to align the General Relief recertification date with another case recertification **do not** change the GR recertification date to match any other programs timelines.

CAPI

CAPI recipients must have their eligibility redetermined within 12 months of their initial benefit payment date and within each succeeding 12-month period.

Redetermination Period

The redetermination period begins with the first day of the month the initial payment was made or the last redetermination was initiated. (In this situation, disregard the date of application and any months of retroactive payments.) The period ends with the last day of the month prior to the date the current redetermination is initiated.

Example:

Event	Date	Redetermination Period
Individual applies for CAPI	March 16, 2000	
Individual receives first CAPI payment	May 3, 2000	Begins on May 1, 2000 (first day of the 1 st payment month)
Redetermination is initiated	May 10, 2001	Ends on April 30, 2001 (last day of prior month)

Forms Impact None.

Automation Impact As stated in this Special Notice.

Subject: **REDETERMINATION, RECERTIFICATION, RENEWAL (RRR)**

Quality Assurance Impact

QA will cite the appropriate error when the procedures cited in this material have not been followed.

Child Care Impact

None.

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Subject: REDETERMINATION, RECERTIFICATION, RENEWAL (RRR)

Title: RRR Batch Process
Program: Medi-Cal
Reference/Access Date: CalWIN Project / May 29, 2006
Reminder: <ul style="list-style-type: none"> • Always remember to conduct an <i>ex parte</i> review and follow SB 87 timelines when processing MC redeterminations. • Refer to the CalWIN On-Line User Manual (OLUM) for current information relating to the CalWIN RRR Batch Process.

Step	Step Name	Detailed Description
1	Batch Process #1 runs for RRR due in next 80 days (monthly)	<p>CalWIN will run a monthly process that determines all cases due for an RRR in the next 80 days. This process generated an alert for a user to align RRR dates for programs in the case if they are not already aligned.</p> <p>NOTE: This process and all other automated batch processes for RRR will not run for Minor Consent cases in CalWIN. You will need to manually track, initiate and complete RRR for Minor Consent.</p> <p>Continue to step 2.</p>
2	Decision Point: RRR dates aligned?	<p>Are the RRR dates aligned for all programs associated with this case?</p> <p>Yes: Continue to step 5. No: Continue to step 3.</p>
3	Alert sent to worker to align RRR dates	<p>An alert is automatically generated and sent to the user when programs in the case are not aligned.</p> <p>Continue to step 4.</p>

Step	Step Name	Detailed Description
4	Align RRR dates according to regulations	<p>The worker will receive the alert that was automatically generated in step 3. For help on finding, viewing and resolving alerts please refer to the Alerts process.</p> <ol style="list-style-type: none"> The worker should view the RRR dates for the alerted case by clicking on the RRR subsystem from the CalWIN Navigator and choose View RRR Detail Listing. On the View RRR Detail Listing screen insert the case number and date range and click on the [Search] button. Results will be displayed in the window. If dates are not aligned click on the [Edit RRR] button for each program as necessary to make changes (ensure that regulations permit this change). On the Edit RRR Details window insert the New RRR Month. Save and close the window. <p>Continue to step 5.</p>
5	Batch Process #2 initiates RRR 75 days before due date.	<p>A monthly batch process will run on the 10th and the 15th of each month that will initiate the RRR process 75 days before the due date of the RRR.</p> <p>This batch process initiates the RRR process by updating the status from "Pending" to "Initiated", setting the mail-in due date and populating the View or Edit RRR Checklist window in CalWIN and sending an alert to the assigned worker.</p> <p>The generated alert will remind the worker that the RRR process has been initiated and reminds them to view and change the verification and/or forms list and update the mail-in due date if necessary. The worker will then have 5 CALENDAR days to make updates.</p> <p>Continue to step 6.</p>
6	Receive RRR alert	<p>The worker will receive the alert(s) that was automatically generated during step 5. For help on finding, viewing and resolving alerts please refer to the Alerts process.</p> <p>Note: After receiving the alert it is critical that steps 7 – 9 are completed within the 5 CALENDAR days.</p> <p>Continue to step 7.</p>
7	Decision Point: RRR due date correct?	<p>Is the mail-in due date that was set by CalWIN correct?</p> <p>Yes: Continue to step 9. No: Continue to step 8.</p>

Step	Step Name	Detailed Description
8	Update the mail-in due date.	<p>a) Click on the RRR subsystem from the CalWIN Navigator and choose View RRR Detail Listing.</p> <p>b) On the View RRR Detail Listing screen insert the case number and date range and click on the [Search] button. Results will be displayed in the window.</p> <p>c) Highlight to appropriate rows and click on the [Edit RRR] button.</p> <p>d) Update the Mail-In Due Date as appropriate, save and close the window.</p> <p>Continue to step 9.</p>
9	Update RRR checklist	<p>a) From the CalWIN Navigator choose the RRR subsystem and click on the View RRR Detail Listing window and click [Open].</p> <p>b) Insert the case number and date range on the View RRR Detail Listing window and click [Search].</p> <p>c) Highlight the correct program(s) and click on the [Checklist] button.</p> <p>d) Update the View or Edit RRR Checklist window as necessary. Please note that those forms/verifications added here will be displayed on the NOA that is sent to the client.</p> <p>e) Save and close the window.</p> <p>Note: At this point the worker may want to print the IEVS reports necessary to conduct the RRR. The IEVS reports for all clients can be accessed and printed from the Interface Activities subsystem on the CalWIN navigator. To access reports Click on IEVS Data and choose Search IEVS Recipient Reports.</p> <p>Continue to step 10.</p>
10	Batch Process #3 Generates RRR NOA (Daily)	<p>This batch process runs daily and will look back 5 days to determine which RRRs have been initiated. The batch process will trigger Client Correspondence to generate the mail-in due date letter which includes the mail-in due date and the forms/verifications list.</p> <p>Note: This process does not produce the forms which are in the RRR checklist for the RRR packet. It only produces a letter (CalWIN standard OCC) which can be mailed to the client with the checklist and the appointment date.</p> <p>Continue to step 11.</p>

Step	Step Name	Detailed Description
11	Print RRR NOA	<p>a) From the CalWIN navigator choose Intake and Case Maintenance and select the Client Correspondence subsystem. Choose Search/View for Client Correspondence in Print Queue.</p> <p>b) Enter case number on the Search/View for Client Correspondence in Print Queue and click the [Search] button.</p> <p>c) Highlight the Redetermination Mail-In Letter (CSC 36) and click on the [Details] button.</p> <p>d) The worker can add manual comments to the letter if they wish to communicate additional information to the client.</p> <p>e) Click on the [Preview] button on the View/Print Client Correspondence in Print Queue.</p> <p>f) Verify that all information is correct, close the View Correspondence window.</p> <p>g) Click on the [Print] button on the View/Print Client Correspondence in Print Queue window.</p> <p>Continue to step 12.</p>
12	Attach letter to RRR packet and send to client	<p>Pull all additional forms and information for the RRR packet, attach RRR appointment letter and send packet to the client.</p> <p>Continue to step 13.</p>
13	Decision Point: Does client respond by the due date?	<p>Did the client return the packet by the mail-in due date?</p> <p>Yes: Continue to step 19.</p> <p>No: Continue to step 14.</p>
14	Batch Process #4 Trigger discs and NOA (NOA cutoff)	<p>If the RRR has not been completed by the NOA cut off date, it will be detected during Batch Process #4 which is run on the NOA cut off date each month. This batch process will generate a trigger to run EDBC for all RRR cases which are not complete or the mail-in date is past due. When EDBC is run, discontinuance will be triggered for overdue programs.</p> <p>This process will generate the NOA that advises the discontinuance for noncompliance with RRR requirements.</p> <p>Continue to step 15.</p>
15	Decision Point: Does client respond by CME?	<p>Does the client return the packet by the Calendar Month End?</p> <p>Yes: Continue to step 19.</p> <p>No: Continue to step 16.</p>

Step	Step Name	Detailed Description
16	Decision Point: Does client respond within 30 days?	Does the client return the packet within 30 days? Yes: Continue to step 18 . No: Continue to step 17 .
17	Client did not complete RRR.	If the client has not completed the RRR process within the timeframe allowed by regulations the CalWIN discontinuance will stand. END
18	Manually rescind disc and run EDBC	If the client returns the packet the worker will need to Rescind the CalWIN discontinuance before updates can be made. a) From the CalWIN navigator and choose Intake and Case Maintenance . Expand the Authorization tree and choose Rescind . Insert the case number and click [Open] . b) On the Rescind window highlight the correct program and ensure that the Select box is checked. Choose a Recession Reason and click on [Rescind] . c) The system will now take you to the Run EDBC window. Click on the [Run EDBC] button. d) Verify results click on the [Initiate Wrap Up] button. e) Choose "Authorize Eligibility Program Benefit" on the Initiate Wrap Up window and click on the [Start Queue] button. f) Click on the blue navigation arrow until you get to the Search/View for Client Correspondence in Print Queue . It is critical that you delete all correspondences that should not go to the client at this time to avoid client confusion. Continue to step 19 .

Step	Step Name	Detailed Description
19	Mark as received, Verify/Enter client data in CalWIN and run EDBC.	<p>The worker should first mark that the packet has been received and then change/verify data in Data Collection. When all information is updated, EDBC can be run.</p> <ol style="list-style-type: none"> Click on the RRR subsystem from the CalWIN Navigator and choose View RRR Detail Listing. On the View RRR Detail Listing screen insert the case number and date range and click on the [Search] button. Results will be displayed in the window. Highlight the appropriate row(s) and click on the [Edit RRR] button. On the Edit RRR Details window insert the Packet Received Date. Save and close the window. On the View RRR Detail Listing window click on the [Start RRR Queue] button. Verify and update Data Collection windows. When all information has been validated run EDBC. <p>When all information has been added/updated in Data Collection the worker should run EDBC.</p> <p>Continue to step 20.</p>
20	Decision Point: All required verifications received?	<p>After running EDBC the worker should check the verification checklist by clicking on the [Verification Checklist] button on the Display Eligibility Summary window.</p> <p>Have all verifications been received (the Display Verification Checklist window blank)?</p> <p>Yes: Continue to step 27. No: Continue to step 21.</p>
21	Print verification checklist and give to client	<ol style="list-style-type: none"> Print the checklist by clicking on the [Print] button on the Display Verification Checklist window. The checklist should be mailed to their residence. <p>Continue to step 22.</p>
22	Verifications received within 20 days?	<p>Are the required verifications received from the client within 20 days?</p> <p>Yes: Continue to step 23. No: Continue to step 24.</p>

Step	Step Name	Detailed Description
23	Enter verifications received in Data Collection and Run EDBC	<p>When verifications have been received the worker should update them as received on the appropriate screens in Data Collection which is accessed from the Intake and Case Maintenance window on the CalWIN navigator.</p> <p>When all updates to Data Collection are complete the worker should run EDBC on the case and verify results.</p> <p>Continue to step 27.</p>
24	Trigger failure to provide verification NOA	<p>When Client does not provide verification in the time allotted, CalWIN will trigger and print the fail to provide the verification notice in batch and send it to the client.</p> <p>Continue to step 25.</p>
25	Does client respond within 10 days?	<p>Does the client provide verifications within 10 days after the failure to provide NOA was sent?</p> <p>Yes: Return to step 23. No: Continue to step 26.</p>
26	CalWIN Discontinues case	<p>If verifications have not been provided the case will be discontinued by CalWIN automatically.</p> <p>Return to step 16 if information/verification(s) are provided within 30 days from discontinuance date.</p>
27	Authorize Case	<p>When the worker has reviewed the EDBC results and believes that they are correct they should authorize the case from the Authorize Eligibility Program Benefit window in the Wrap Up queue.</p> <p>Enter Case Comments: After authorizing the case a queue is initiated with additional screens to be reviewed. Click on the blue arrow from the Authorize Eligibility Program Benefit window. The first window in the queue will be Search Case Comments. The Eligibility Worker should add case comments by clicking on the [Add] icon in the toolbar. Insert the necessary information about details added/changed during the RRR process on the Maintain Case Comments window. Save and close the Maintain Case Comments window.</p> <p>Continue to step 28.</p>

Step	Step Name	Detailed Description
28	Verify Client Correspondence and update RRR dates	<p>a) Click on the blue navigation arrow on the Search Case Comments window.</p> <p>b) Click the [Search] button on the Search/View for Client Correspondence in Print Queue.</p> <p>c) Review the correspondence in the queue, update any manual variables and delete any duplicate or unnecessary correspondences.</p> <p>d) Click on the blue navigation arrow on the Search/View for Client Correspondence in Print Queue window.</p> <p>e) On the View RRR Detail Listing window update the RRR dates (according to the regulations) so that they are aligned.</p> <p>Continue to step 29.</p>
29	Confirm MEDS update	<p>After 2 days, the worker should check MEDS to ensure that it has been updated according to changes made during RRR.</p> <p>Continue to step 30.</p>
30	RRR Processed	<p>The RRR is processed and no additional steps are required.</p> <p>END</p>